

José Enrique Méndez Ramírez

 jmendezr@my.centennialcollege.ca

Professional Summary

Bilingual IT Support and Customer Service professional with experience in technical troubleshooting, help desk operations, and client-facing service. Skilled at maintaining computer systems, providing efficient problem resolution, and supporting day-to-day business operations and currently pursuing a Software Engineering Technology diploma to expand technical expertise in system administration and software development.

Core Skills

- IT Support & Troubleshooting (hardware/software)
 - Customer Service & Front Desk Operations
 - Data Entry & Document Management
 - Account Setup & Password Management
 - Inventory & Office Supply Management
 - Team Collaboration & Communication
 - Fluent in English and Spanish
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Education

Centennial College, Toronto, ON

- Software Engineering Technology (In Progress)

CENTU, Santo Domingo, Dominican Republic

- Basic Technician in Information Technology Support
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Professional Experience

RSRS (Record Storage & Retrieval Services Inc.) — Toronto, ON

IT Support Specialist / Document Clerk *2021-Current*

- Delivered Tier-1 IT support for staff, resolving hardware, software, and account-related issues.

- Monitored and maintained computer systems to ensure smooth business operations.
 - Assisted employees with account creation, password resets, and technical system navigation.
 - Performed accurate data entry and maintained both digital and physical document records.
 - Managed office and IT inventory, ensuring availability of resources to meet departmental needs.
 - Collaborated with multiple teams to improve record retrieval efficiency and digital workflows.
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EPSI (Systematic Psychological Evaluations) — Santo Domingo, Dominican Republic

IT Support Assistant

2015-2021

- Maintained and troubleshooted computer systems, ensuring reliability and minimal downtime.
- Provided technical assistance for account setup, system access, and software/hardware issues.
- Managed office IT equipment and supply inventory.
- Supported data entry and digital record management.

Customer Service & Front Desk Associate

2015-2021

- Delivered professional customer service through in-person, phone, and email support.
- Managed billing, sales processing, and cash reconciliation.
- Assisted with scheduling, inquiries, and client onboarding.
- Oversaw office supply management and supported administrative functions.